hotelmedianews

User Manual Hotelmedia News

Englisch Version

from 03. Oktober 2014

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Foreword

Congratulations! - You made the right decision to use Hotelmedia News for a modern and efficient publishing tool, which will make your daily work easier.

As with every important marketing activity a few thoughts into good planing are necessary and helpful to make your work easy and efficient.

In addition to this Manual we provide an empty layout grid for your planning as well as a few ideas for the layout of your new hotel newspaper.

Questions, ideas or requests?

Contact our support team via Email

support@hotelmediaservice.com

We are looking forward to assisting you. Your recommendations will be evaluated for our future development.

Best regards

your Hotelmedia News Team

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Hotelmedia Service GmbH

Zeughausgasse 3

A-6020 Innsbruck

www.hotelmediaservice.com

2. Example-Layout

Ihr eigenes Titelbild
Ihr Zeitungsname
Ausgabe vom Sonntag, 25.05.2014
hotelmedianews
Ihr Logo
Guten Morgen in Ihrem Hotel
Wir wünschen Ihnen einen schönen und erholsamen Urlaubstag
Ihre Hotelfamilie & Team
Ihr wichtigstes Ereignis
Das wichtigste Ereignis des Tages sollte auch den besten Platz haben!
Wählen Sie ganz frei, wo welche Informationen Ihres Hauses stehen sollen. Was ist für Ihre Gäste das Wichtigste? Und was möchten Sie "an den Mann" bringen?
Sie gestalten Ihre Informationen ganz individuell und entscheiden, wann diese erscheinen sollen - alles andere geht automatisch.
Ein Bild sagt mehr als tausend Worte
Verwenden Sie ganz einfach Ihre eigenen Bilder oder Bilder von Ihren Events und Veranstaltungen, Bild sind automatisch in unserer Bilder-Datenbank gespeichert und können jederzeit wiederverwendet werden.
Perfekt in Szene gesetzt!
Individuell im Design
So einzigartig wie Ihr Betrieb wird auch Ihre Hotelzeitung. Erstellen Sie einfach eine individuelle Vorlage mit Ihrem Hotellogo und den gewünschten Designelementen und Farben Ihres Unternehmens. Ihrer Gästezeitung erhält dadurch eine ganz persönliche Note.
Informativ und unterhaltsam
Mit Hotelmedia News können Sie Ihre Gästezeitung direkt mit eigenen Inhalten befüllen und gleichzeitig automatisch Tagesnachrichten und Pressemeldungen in Ihre Morgenpost einfließen lassen – wie etwa das Wetter vor Ort oder lokale Pressemitteilungen.
Übersichtlich
Eigene Meldungen
Top-Tagespresse
Kombinieren Sie Ihre hoteleigenen News mit dem tagesaktuellen Geschehen, dadurch wird die Morgenpost für Ihre Gäste attraktiv und lesenswert - und Sie kommunizieren Ihre wichtigsten Dinge effizient und kostensparend.
Direkt am Frühstückstisch Ihres wertvollen Gaste!
Periodisch wiederkehrende Artikel
Mit "Artikelwiederholung" aus dem Artikelmenü steuern Sie, wann Ihre Artikel automatisch erscheinen sollen.
z.B.: Ein Artikel in einer Montags-Ausgabe erstellt und mit dem Attribut "wöchentlich" versehen erscheint automatisch jeden Montag an der selben stelle, mit dem Attribut "zweiwöchentlich" erscheint er jeden zweiten Montag, also vierzehntägig.
Oscar-Preisträger Michael Haneke hat das Drehbuch für einen neuen Film fertig.
Madrid - Der österreichische Filmemacher ("Die Klavierspielerin", "Das weiße Band") wollte in Madrid aber noch keine Details zum neuen Projekt verraten. (APA/dpa)
Neues Projekt im Enstehen
DAS AKTUELLE WETTER FÜR INNSBRUCK
Sonntag, 25.05.2014
06:00 12:00 18:00 24:00
stark bewölkt stark bewölkt Regen Regenschauer
15% 15% 80% 40%
14° 21° 19° 15°
05:28
20:56
0°C Grenze
3142m
wetter.net
IMPRESSUM
Medieninhaber, Herausgeber und Redaktion:
Hotelmedia Service GmbH
Zeughausgasse 3, 6020 Innsbruck Austria
info@hotelmediaservice.com
www.hotelmediaservice.com
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Druck vor Ort im verteilenden Hotel, alle Rechte vorbehalten. Für die redaktionellen Inhalte ist das abgebende Hotel verantwortlich. Nachdruck nur mit schriftlicher Genehmigung des Herausgebers.
Ihr Hotel **** superior | Zeughausgasse 3 | 6020 Innsbruck, AT | Tel.: +43 512 1234 56 78 | info@ihre-email.com | www.ihre-website.com

Ihre CI-Farbe
in der Titelleiste und in den Artikeln

Eigene Artikel
OHNE Überschrift und CI-Farbe

Eigene Artikel
MIT Überschrift und CI-Farbe mit oder ohne Bild

News Artikel
automatisch erstellt mit oder ohne Bild

Aktuelles Wetter
für Ihren Ort individuell platziert

3. First steps

TIP: Print the layout grid (attachment 1) and plan the layout of your newspaper . Define where you want to publish certain information.

- ***Which themes should appear on which page?*** *(Example:. the most important daily news on page one, activity and SPA information on page 2, preview for the next day on page 3, ...)*

- ***Which information is recurring daily?*** *(Example: Welcome text, Menü, SPA-appointments, weather„ ...)*

- ***Which information is recurring weekly or bi-weekly?*** *(Example: local events, sports activities, Menu, house events, ...)*

- ***Plan your recurring articles in an order so they don't interfere with each other!***

Example*: In your monday issue you have a weekly recurrent article at a certain space. The next day you can't place a daily recurrent article at the same space as it would collide with the following mondays weekly article.*

4. Quick overview

4.1 Intuitive operation

The user interface is made for simple operation, technical or graphic know-how are not required. Average knowledge about computers are enough to use Hotelmedia News.

4.2 Create your own articles

Create as many articles as you want - holding the exact information which is important to you and your guests.

4.3 Easy image editing

Our own image editing tool scales your images automatically to the space available in your articles. Image cropping is done directly in Hotelmedia News - no need for complicating to use editing programs like photoshop etc.

4.4 Article recurrence

Define your articles, on which day and on what space they should appear automatically - and change the settings anytime.

4.5 Daily weather forecast

We provide a daily local forecast as well as a 5 day forecast - you just select where you want to place the weather.

4.6 Daily news content

To provide a newspaper „look and feel" for your daily morning news you can choose from different news paper topics every day and place them automatically - or you can choose every article individually from our news database.

4.7 Sudoko

Our Sudoko-Generator produces a unique sudoko every time you refresh your newspaper; difficulties are available in easy, medium or difficult.

4.8. PDF-output A3 or A4

Hotelmedia News produces a print ready PDF based on your layout. Are there short notice changes? Just edit your layout and produce a new PDF.

User Manual
Hotelmedia News

5. First steps

5.1 Browser requirements

To guarantee a flawless operation of the web based software you will need to use the latest version of the Google Chrome browser. Free download http://www.google.at/intl/de/chrome/browser/ or download it directly from our Website.

Important

Your browser must be set at 100% view in order do guarantee a satisfying output!

5.2 Login and first settings

Register for your account at our website

https://news.hotelmediaservice.com/register

and follow the registration process.

As soon as your account is confirmed we send you an email with further information and then you can login at https://news.hotelmediaservice.com/login.

After the first Login you will be asked to confirm your billing information, enter your newspapers title and set the corporate color. At the next page you can upload your company logo and the title image for your newspaper.

TIPP: *Die Platzhalter für Ihr Logo und Ihr Titelbild haben ein fest definiertes Format, das Sie bereits bei Ihrer Bildauswahl berücksichtigen sollten. Detailbearbeitung ist zwar auch nach dem Bild-Upload noch möglich aber der gewünschte Bildausschnitt evtl. nicht ideal wählbar (Quadrat für Logo, Querformat-Streifen für Titelbild).*

Titelbild *- 21 cm breit und 4,3 cm hoch bei 200 dpi, maximal 10 MB*

Logo *- 5 cm breit bei 200 dpi, maximal 10 MB*

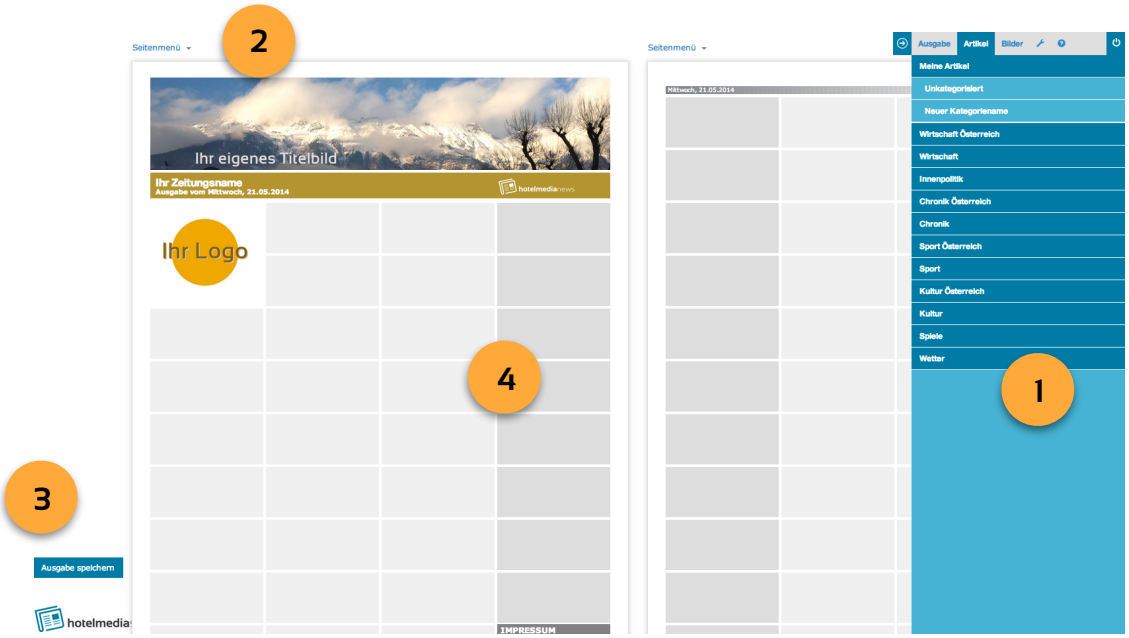
After the Login the layout appears with todays information.

6. The User Interface

6.1 User Interface Overview

After the first Login you will see the user interface with the layout for your newspaper.

Title image, Logo, your selected name for the newspaper and your corporate color are defined already.



6.1.1 The most important areas of the user interface

1) Blue menu area at the right side: *„Paper-, Article- and Image-Database, Settings area and help button"*

This is where you mange your

- issues, articles and images
- access daily news articles
- weather and sudoko and
- manage the settings (color, font, etc) of Hotelmedia News (details below)

2) On top of the layout pages *„Page menu"*

In *„Page menu"* you can automatically add news content or clear the page

3) Bottom left side: *„Save Paper"*

After saving the paper, the PDF output options are displayed

4) Main layout area:

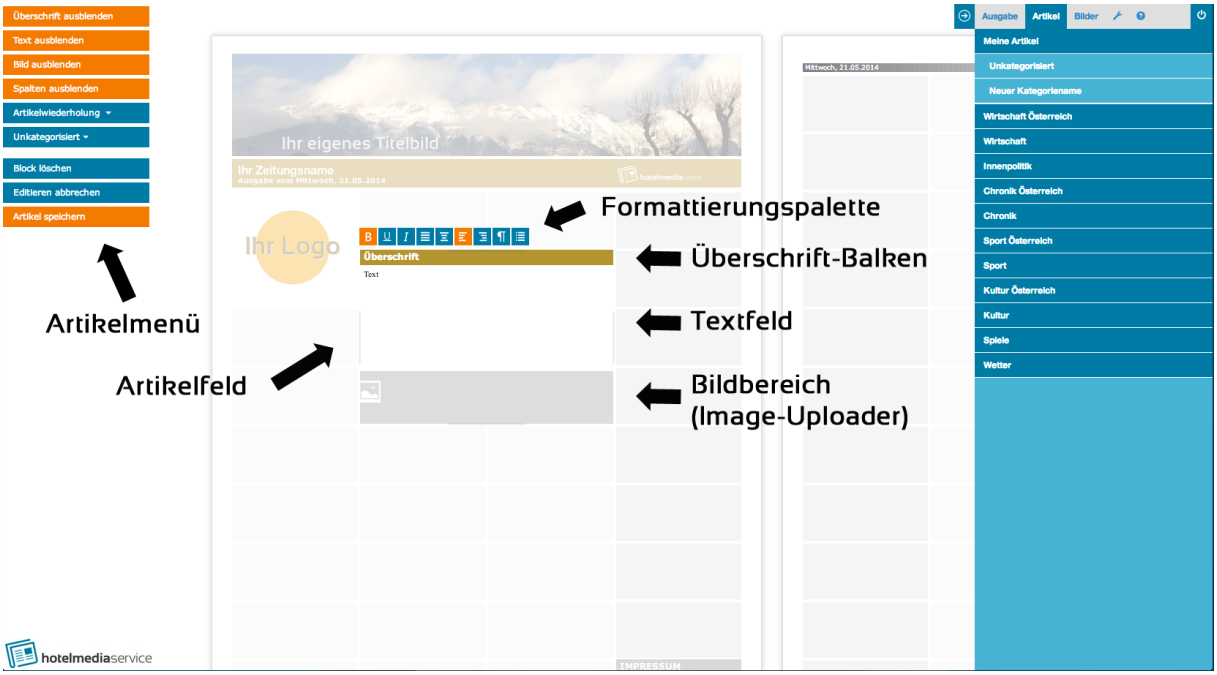
Layout with gray-colored grid areas (four pages, scroll right or left)

In the grid layout you can generate or place your articles. One single grid defines the smallest article size possible.

6.2 User Interface - Article area

After you have selected a grid field, define the article size and click „edit".

You have the following options:



6.2.1 The different areas of the article generator

Article field: *the area where you enter and store all article information*

All information and images are displayed in an article field. An article may consist of a headline, text area and image - all areas can be activated or deactivated individually.

Formatting panel: these are the options for your text formats

Article Menu: The menu is only displayed if an article is active. In this menu you select the different options for an article.

Details in the next section

„Generate and edit your own article"

7. Generating and Editing your own Articles

7.1 Define Article Space

Start selecting one grid and define the size of the article using the sidebars of the article field.

You can drag the field in any direction where space is available or you can make the article smaller!

7.2 Edit Article

Click *„edit"* in the article. On the top left of the window the article menu will be displayed.

Seitenmenü
Ihr eigenes Titelbild
Ihr Zeitungsname
Ausgabe vom Dienstag, 20.05.2014
hotelmedianews
Ihr Logo
Guten Morgen in Ihrem Hotel Änderung
Das ist ein neuer Text
Ihr wichtigstes Ereignis
Das wichtigste Ereignis des Tages sollte auch den besten Platz haben!
Individuell im Design
So einzigartig wie Ihr Betrieb wird auch Ihre Hotelzeitung. Erstellen Sie einfach eine individuelle Vorlage mit Ihrem Hotellogo und den gewünschten Designelementen und Farben Ihres Unternehmens. Ihrer Gästezeitung erhält dadurch eine ganz persönliche Note.

7.3 Headline, Text or Image Hide or Show

➡*hides or shows the chosen option.*

7.4 Show/Hide Columns

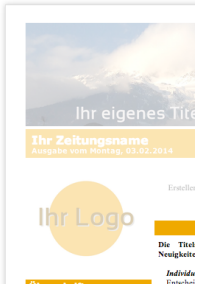
➡*activates or deactivates the columns in your article and defines how the text is displayed.*

Text in articles wider than one column are displayed in multiple columns by default. If you want the text to be displayed in a single column, select *„Hide columns"* in the article menu.

7.5 Article Recurrence

➡ *Recurring information can be set in an article to be displayed in future issues at any given day and space.*

➡ ***Example:*** *You are working on a monday's issue of your publication and you want to communicate your weekly outdoor activity for mondays: Choose the weekly recurring option and the article will be displayed every monday automatically.*



Important: If you delete a given article with article recurrence from the layout, you will be asked if you also want to delete the recurrence setting. If you choose „no" the article will be displayed again in the following week in the given space.

Attention - Changes in an article with a recurrence setting are automatically updated in every issue where the article is displayed.

IF you want to be able to edit a given article for more days in the future (e.g. the daily menu) we recommend to use the „weekly" recurrence setting for each article per day.

Make a unique article for every day and name it „menu". Edit the correct menu information in the articles on the correct days. This will help you to prevent some unwanted changes in a daily article!

7.6 Categorization

➡ *We recommend to sort your articles in a logical scheme.*

First select „*My Articles*" in the Article-Database and define a new category. Select the „+" symbol next to „My Articles", enter a name for your category and save.

Categories can be renamed by clicking the „Setting" symbol next to the category name.

The same procedure applies for the image database!

7.7 Delete Block

The selected article will be **deleted from the layout,** but will **still be stored in the article database**!

If you deleted an article by accident from the layout select the article from the database and drag it back into the layout.

7.8 Cancel Edit

The current editing of the article will be canceled and any changes in the article will be lost. The article will be stored in its original version in the article database and in the layout.

7.9 Save Article

All changes in the article will be saved and stored in geh article database.

7.10 Editing Options in an Article (Text Editing)

➡ *The areas „Headline" and „Text" will give you the following editing options:*

B:	Bold
U:	Underscore
I:	Italic
Justify	
Center	
Left	
Right	
Add hyphens:	This function will add hyphens automatically where needed - always use when text shall be written in justification - **Do not set hyphens manually except in areas where needed intentionally!**
Insert List:	Insert List at a given block or text area (it will add a dot for each paragraph)

7.11 Insert images

➡ *Images always use the frame of an article field*

- Activate the article, where you want to add the image by selecting „ "
- Select the image from the Image database „*Images - My Images*"
- Drag and drop the image into the article space

Images are always displayed at the bottom of an article space. If you don't want any text with the picture, select „*Hide Headline*" and *Hide Text*" in the article menu.

The image will automatically be sized to the given space in the article. If you want the image to be displayed on a larger scale you need to resize the article field.

Images should have a resolution of 150 to 300 dpi for a good printing result!

Once uploaded, images will be stored automatically in your image database for future use.

Images are easily uploaded in the Image Database by selecting the „+" symbol there. You can also upload multiple images.

Tipp: Portrait-style images may appear with a white border left and right if there is not enough space available in the article field. If you wish to display a larger image, resize the article or crop the image - refer to next chapter.

7.12 Resize/Crop Images

The Image will be scaled automatically. If the image is too small and you wish to display the image larger, resize the article or crop the image.

Attention: Images are only scaled **up to their original size and will not be enlarged** to avoid loss in quality. Please upload a larger version of the image.

before - Image is too small and does not fill out the available space

Ihr wichtigstes Ereignis
Das wichtigste Ereignis des Tages sollte auch den besten Platz haben!
Wählen Sie ganz frei, wo welche Informationen Ihres Hauses stehen sollen. Was ist für Ihre Gäste das Wichtigste? Und was möchten Sie "an den Mann" bringen?
Sie gestalten Ihre Informationen ganz individuell und entscheiden, wann diese erscheinen sollen - alles andere geht automatisch.
Ein Bild sagt mehr als tausend Worte
Verwenden Sie ganz einfach Ihre eigenen Bilder oder Bilder von Ihren Events und Veranstaltungen, Bild sind automatisch in unserer Bilder-Datenbank gespeichert und können jederzeit wiederverwendet werden.
Perfekt in Szene gesetzt!
Zum Größe ändern ziehen
Donnerstag, 22.05.2014
12:00
18:00
24:00

after - Image resizes automatically to fit a larger article field

Ihr wichtigstes Ereignis
Das wichtigste Ereignis des Tages sollte auch den besten Platz haben!
Wählen Sie ganz frei, wo welche Informationen Ihres Hauses stehen sollen. Was ist für Ihre Gäste das Wichtigste? Und was möchten Sie "an den Mann" bringen?
Sie gestalten Ihre Informationen ganz individuell und entscheiden, wann diese erscheinen sollen - alles andere geht automatisch.
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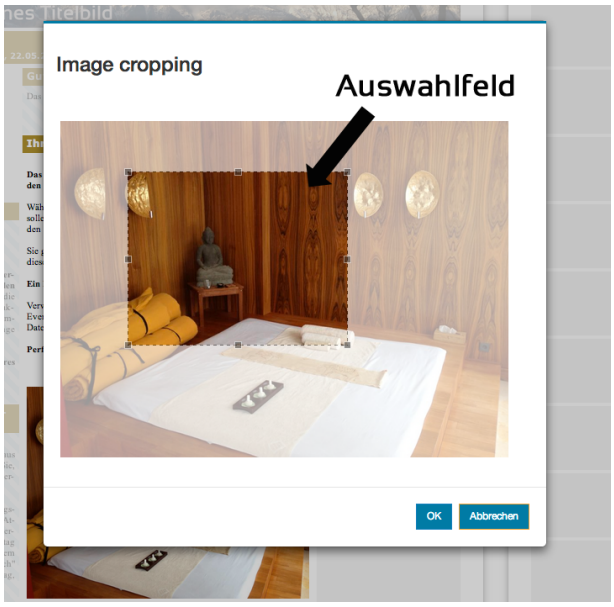
Verwenden Sie ganz einfach Ihre eigenen Bilder oder Bilder von Ihren Events und Veranstaltungen, Bild sind automatisch in unserer Bilder-Datenbank gespeichert und können jederzeit wiederverwendet werden.
Perfekt in Szene gesetzt!
Donnerstag, 22.05.2014
12:00
18:00
24:00

7.13 Image Cropping

You can crop your image directly in the article using the Image cropping tool. The cropped image will be saved as a new image in your database, the original image is still available.

Ihr wichtigstes Ereignis
Das wichtigste Ereignis des Tages sollte auch den besten Platz haben!
Wählen Sie ganz frei, wo welche Informationen Ihres Hauses stehen sollen. Was ist für Ihre Gäste das Wichtigste? Und was möchten Sie "an den Mann" bringen?
Sie gestalten Ihre Informationen ganz individuell und entscheiden, wann diese erscheinen sollen - alles andere geht automatisch.
Ein Bild sagt mehr als tausend Worte
Verwenden Sie ganz einfach Ihre eigenen Bilder oder Bilder von Ihren Events und Veranstaltungen, Bild sind automatisch in unserer Bilder-Datenbank gespeichert und können jederzeit wiederverwendet werden.
Image cropping
Donnerstag, 22.05.2014



7.14 Special Image editing, Color adaptions, etc.

➡ *The image tool in Hotelmedia News is deliberately reduced to the functions „Resize" and „Image cropping".*

For additional image editing use an appropriate Image Editing Program. If you want to optimize your images for use in Hotelmedia News, please refer to the following specifications of our layout grid:

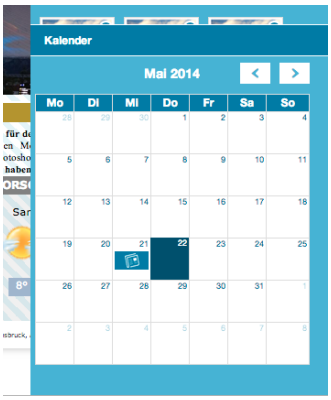
4 columns and 12 rows, therefore a maximum of 48 grid units. One single grid is 175 x 80 pixels, the area between two grids is 6 pixels (Annex 2)

7.15 Save Article

By clicking „*Save Article*" your article and its position in the layout are saved, the article is also saved in „*My Articles - uncategorized*" or in your selected category for future use.

The information about the recurrence cycle will be saved as well. After saving, the article will be closed automatically.

7.16 Calender



Using the „*Calendar*" in the „" tab you can produce an issue for any day of the year.

By clicking on a given date the layout for this day will be displayed.

Using an additional layout for a day

In the calender click the white area above the icon on the selected date. A new layout for this day will be displayed.

The new Layout will contain the articles with recurrence settings, but no other articles or news articles.

Attention: If you delete the recurrence setting of an article, this will effect the main issue layout in the future and delete those settings there as well!

7.17 Save Paper and Download PDF

After finalizing your paper you can save it by clicking „*Save Paper*", this will store the paper in „*My papers*" and display the PDF output options. You can open and edit the paper anytime by selecting it in „*My papers*" or from the calendar.

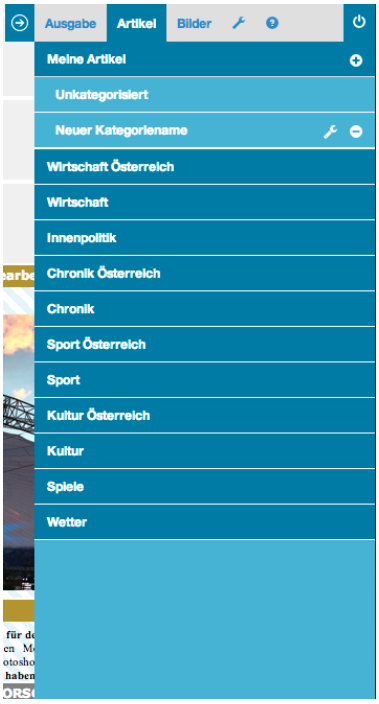
Older issues will be deleted automatically after one month.

Tipp: If you want to save your PDFs please download and store the PDF to your local computer.

For the download of the PDF you have the following options:

- A3: Two pages A3, double-sided (pages 1-4 from the Layout)
- A4: Two pages A4, double-sided (Page 1 and 2 from the Layout)
- A4/4: Four pages A4, double-sided (pages 1 to 4 from the Layout)

7.18 Overview Articles- and Images Database and Settings



In the „*Articles*" file all News Content Articles are stored in different categories.

If you don't like an automatically placed article in your issue just delete it and select another article from the file. Every article is available in different sizes displayed in the article preview.

Make sure the space available fits the article size, otherwise it cannot be dragged into the layout.

In the „*Games*" section you find the Sudoko in three different difficulties.

Placed in your issue and set with daily recurrence, a new Sudoko is generated every time you open the issue.

The „*Weather*" file gives you the option of a daily local forecast and a 5-day-forecast, which can be placed separately in the layout of your paper. You can also choose a recurrence in the article menu. Weather data is updated four times a day.

„*Images*" is the place where all your images are stored. You can use them easily by dragging them into an article field.

By clicking the „+" symbol you can also upload multiple images.

Images should be upload in a minimum resolution of 150 dpi and should no succeed 2 MB. The maximum size is 10 MB.

Tipp: Larger images (more than 2 MB) use a lot of your data storage capacity and are not necessary. Please reduce the image size in an appropriate software.

Make sure to own the copyrights of the images before uploading!

7.19 Logout

To logout from Hotelmedia News use the Logout-Button in the top right corner of the window.

TIPP: Save your current issue before logging out to continue working on it later!

After 6 hours inactivity you will be logged out automatically. Issues not saved will be lost.

8. Create a foreign language issue

- ➡ ***A foreign language issue is always based on the main issue***
- ➡ ***The selected language determines which news content will be available***

8.1 Select Languages

Select „*Publication language selection*“ in the settings tab and choose the languages you want to use. You can select the main language and the available foreign languages.

Particular case German (Germany and Austria) - your own articles will remain the same as in the main issue, only the news content will be added according to the country chosen.

Foreign language - Translate only your own articles. News-Articles, Weather etc. will be added automatically in the selected language.

8.2 Create foreign language issue

In „*My Papers*“ select the issue to be translated.

Click the issue to open the Popup window where you select „*create new translation*“, then click the language you want to translate.

8.3 Example view

Title image and Logo will be displayed automatically

Paper Headline - define individually for the foreign language version

Article areas - Articles with red background are not translated yet

Images - are displayed automatically in the articles to be translated

Weather and Games - are automatically displayed in foreign language

Press-Articles are available via the „page menu“ tab (selected languages available)

8.4 Setting the foreign language publication title

In the settings menu choose „*Publication design*" and enter the name in the field „*Name of the publication*"

This title will be used in future publications of this language until you change it again!

8.5 Translate your own articles

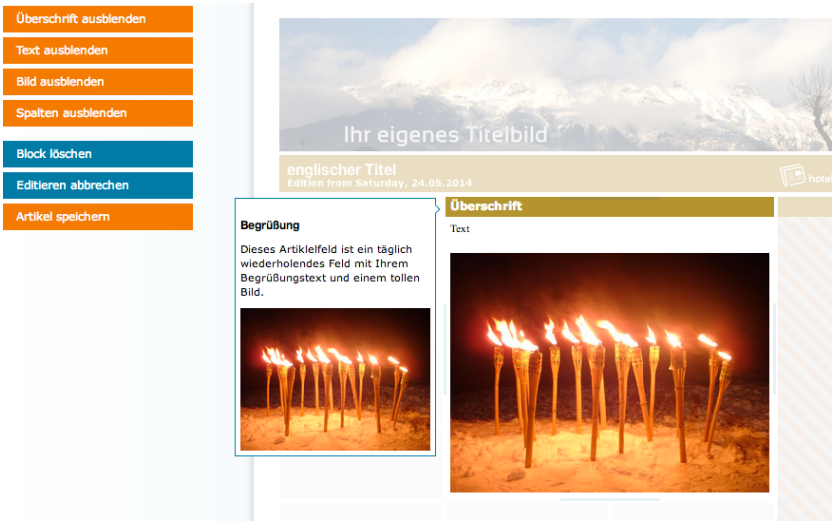
Select the article you want to translate, then select „*edit*" - a window with the original text will be displayed on the left side of the article. Now you can translate the article directly.

Select the appropriate formatting tools from the displayed panel and edit your article.

With „*save article*" the translated article will be saved, the translation is now stored with the original title and is automatically available in future issues.

The background of the article is now displayed in white color again.

Continue with the same procedure will the other articles.



8.6 Weather and Press-Articles

Weather forecasts and games are displayed automatically in the selected foreign language.

If Press articles are available for the selected language, they are displayed in the articles menu and can be placed via the „*page menu*" tab or individually from the article database.

8.7 Save paper

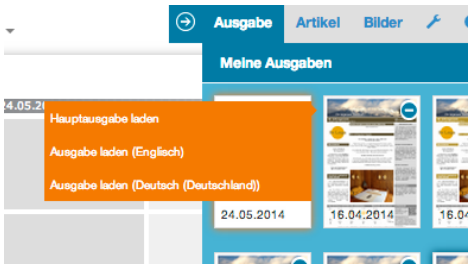
In the left bottom corner of your window you will see „*Save translated paper*", after selecting this the PDF options will be displayed..

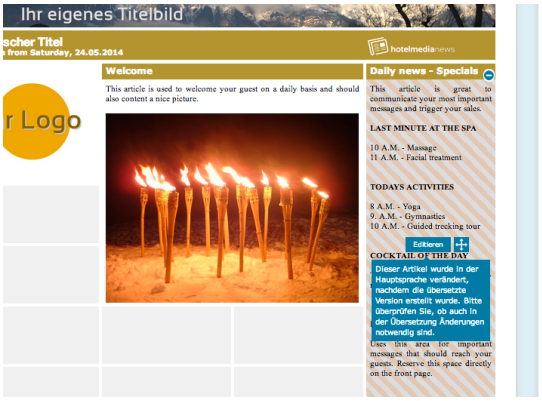
8.8 Article changes in the main publication - edit translation

If you make any changes in an article of the main publication, this article will be highlighted in the foreign language version of the publication.

Open the translated version of your publication in „*My papers*“.

Choose the publication and select „*Load publication (language)*“.



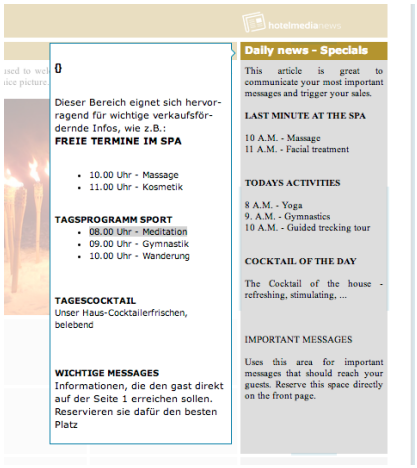

Ihr eigenes Titelbild
Welcome
Daily news - Specials
LAST MINUTE AT THE SPA
TODAYS ACTIVITIES
COCKTAIL OF THE DAY
Editieren
Dieser Artikel wurde in der Hauptsprache verändert, nachdem die übersetzte Version erstellt wurde. Bitte überprüfen Sie, ob auch in der Übersetzung Änderungen notwendig sind.

The article, which has been adapted in the main language is now displayed with red background again.

Select the article, a popup window informs you that the article has been changed.

Open the article by clicking „*edit*“, the window with the original text is shown, now you can make the changes applicable in the translation, save article.

The article will be displayed again with white background and the changes are saved with the original article.


Daily news - Specials
Dieser Bereich eignet sich hervorragend für wichtige verkaufsfördernde Infos, wie z.B.:
FREIE TERMINE IM SPA
10.00 Uhr - Massage
11.00 Uhr - Kosmetik
TAGSPROGRAMM SPORT
08.00 Uhr - Meditation
09.00 Uhr - Gymnastik
10.00 Uhr - Wanderung
TAGESCOCKTAIL
Unser Haus-Cocktailerfrischen, belebend
WICHTIGE MESSAGES
Informationen, die den gast direkt auf der Seite 1 erreichen sollen. Reservieren sie dafür den besten Platz
LAST MINUTE AT THE SPA
10 A.M. - Massage
11 A.M. - Facial treatment
TODAYS ACTIVITIES
8 A.M. - Yoga
9. A.M. - Gymnastics
10 A.M. - Guided trecking tour
COCKTAIL OF THE DAY
The Cocktail of the house - refreshing, stimulating, ...
IMPORTANT MESSAGES
Uses this area for important messages that should reach your guests. Reserve this space directly on the front page.

Once translated, an article will automatically be displayed in the foreign language version of your publication and don’t need to be adapted again!

8.9 Special case - Newscontent Germany and Austria

If your main publication is set for german (Austria) and you want to make an edition with news content from Germany, follow the same procedure as explained above.

The difference - own articles are displayed already in german, you just add the appropriate news content via „*page menu*“ or individually via article database.

8.8 Article changes in the main publication

Changes in the articles of the main language are automatically displayed in the issue with german news content.

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9. Frequently asked questions

General Questions

I can't remember my password, can you sent it to me?

We don't know your password. You can define a new password by clicking the link „Reset passport" on the Login page. Follow the instructions there. You will receive an email with a link to reset your password, then you can define a new password.

If you don't receive the email please also check your junk mail-file!

I don't remember my username, what can I do?

Please contact our support team via support@hotelmediaservice.com, we are happy to assist you.

I don't remember the email address I used when I registered the account

Please contact our support team via support@hotelmediaservice.com, we are happy to assist you.

Why does it take so long until the PDF is displayed on my screen?

For the layout where you make your newspaper we only use images with a resolution of 72 dpi to have a faster performance for you. As soon as you click the PDF-options the low-resolution data is changed with the high-resolution images you uploaded and the high-resolution Pdf is generated. To ensure a better quality we use this slower, but better option to generate your PDF.

My questions/problems are not solved yet!

Please contact our support team via support@hotelmediaservice.com, we are happy to assist you.

Layout/Printing Questions

How can I change the Title Image of my paper?

Please contact our support team via support@hotelmediaservice.com, we will reset your account and you can upload a new title image.

How can I change the Logo of my paper?

Please contact our support team via support@hotelmediaservice.com, we will reset your account and you can upload a new logo.

How can I change the hotel information in the footer of my paper?

Please contact our support team via support@hotelmediaservice.com, we will change these information for you.

How can I change the name and corporate color of my paper?

Go to the „Settings" area and click „Publication Design". Here you can enter the new name of your publication, change the main color as well as headline color mode and font type.

When printing the A3 PDF, the backside is shown upside-down

This is caused by the printer settings/duplex printing of your printer, please refer to the printer manual (usually you need to use the „binding at short edge" setting - this may vary with different printers)

Article Questions

The textfield becomes red and I cannot enter more text.

Articles with more columns
The text entered into the article is to long, there will be an „overflow" column generated. Either make the article field larger or reduce text in the article. As soon as there is enough space for the text the color changes back to white.

Articles with one column
The text entered into the article is too long and will be „pushed up". Either make the article field larger or reduce text in the article. As soon as there is enough space for the text the color changes back to white.

I can't enter text in the last row of an article with two or more columns

This is made to generate an overflow row for the text when generating the PDF. It is not possible to show the text in the article field 100% the same as it will appear in the PDF, therefore this line is used to make sure is text not lost in this process.

The article field is to small for my text and my pictures

Use the arrows shown when you mouse-over the edges of the article field to make the article larger in any direction. Arrows are only shown if their is enough space to resize the article. If there is no space anymore either reduce the amount of text or delete another article to resize your article.

I can't find the resizing-arrows in my article

1) There is not enough space around your article to resize it.
2) The article has a recurrence setting. First set the recurrence in the article menu to „no recurrence", then you can resize the article. Don't forget to set the recurrence again afterwards.

My article is to large, what can I do?

Reduce the article size with the arrows at the articles edges.

I want to rename my articles and get them in order?

Articles are named by their headline . Use the option to categorize your article file and set as many categories as you want.

I want to place an image in the centre of an article, not at the bottom?

In the article field images can only be placed at the bottom of the article.

Tip: Use two articles, the first one with text plus your image, then use another article just below with our headline and continue with your text. Then it will appear in the PDF with the image in the centre of your text.

I deleted an article in the layout grid? Can I re-do this?

No, but articles are automatically saved into the article file. Just take the article from there and drag & drop it back to the space where you deleted it.

How can I change the background color of my articles?

The background color of your headline is defined by your corporate color settings. You can not change it individually. The background color of the text field can't be changed as it is part if the defined layout.

How can I change font type, size and color in the article?

Text is always shown in black on white background or white on colored background and can not be changed individually. Font type and size are fixed and can only be changed in the „Settings" area.

Some News Articles are shown twice in my layout

Due to the delivery of different types of articles from the press agencies unfortunately this can sometimes happen. Just delete one article and drag another article from the News-Articles-File into the place.

How can I place the weather in a different space?

Just drag & drop the weather-icon from the article field to the space where you want it to be displayed. Choose „edit" - „set recurrence" - „daily" if you want the weather to be displayed in this space in every issue. It will be updated automatically.

Theme: Image editing

The images in my PDF are not sharp

You should upload images with a minimum resolution of 150 dpi or more to have a good result. Images with 72 dpi have not enough resolution.

The image in the article is shown too small

There is probably not enough space in the article field available, resize the article to a larger scale or crop the picture to size or choose another image that will fit better into the available space.

If the picture does not get bigger by resizing the article is has reached its maximum size. Upload a larger version of this picture as the software does not allow you to „blow up" the picture which would result in a bad quality PDF.

The image in the article is too large

You can either crop the picture or resize the article field to a smaller size.

How can I crop a picture?

Activate the responding article field by clicking „edit", select the picture and click the cropping-symbol on the top right hand corner of the image. The image opens in a new window where you can crop the picture by using the frame and save.

Tip: This will create a copy of your original picture and not destroy the original. You can crop a picture as often as you want.

The image in my article does not fill the whole width of the article

Images are automatically resized to the available spaceif the image is portrait style the software may show white fields on the sides of the image. Either resize the article, crop the image or select another image that fits into the given space.

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and so is your hotel
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